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RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and
PACIFICSOURCE HEALTH PLANS

File Name: disc_rec_PS_002998_2017.07.28_Phone
Call_Boyle.wav

1 LINDSAY: This is Lindsay. How can I
2 help you today?

3 JOSIE BOYLE: Hi. My daughter is in
4 drug and alcohol treatment and I'm calling to see
5 about benefits.

6 LINDSAY: Okay. Let's take a look.
7 And what is your name?

8 JOSIE BOYLE: Josie Boyle.

9 LINDSAY: And Josie, is this is good
10 callback number in case we get disconnected?

11 JOSIE BOYLE: Yeah.

12 LINDSAY: Perfect. And then what is
13 the member ID number?

14 JOSIE BOYLE: It is 200498139.

15 LINDSAY: Thank you. And then your
16 daughter's name and date of birth?

17 JOSIE BOYLE: Riley Boyle, 8/15/2000.

18 LINDSAY: Perfect. And then your guys'
19 home address, please.

20 JOSIE BOYLE: 7015 Southeast 16th
21 Avenue, Portland, Oregon 97202.

22 LINDSAY: Perfect. Thank you. And let
23 me just pull up Riley's information. Okay. I
24 show that you guys are on our Legacy Employee
25 Health Plan.

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1 JOSIE BOYLE: Mm hmm.

2 LINDSAY: And she's currently in
3 treatment right now, you said?

4 JOSIE BOYLE: Yeah.

5 LINDSAY: Okay.

6 JOSIE BOYLE: Outdoor therapy.

7 LINDSAY: Outdoor therapy?

8 JOSIE BOYLE: Mm hm.

9 LINDSAY: Let me pull them up. Do they
10 have a different name possibly?

11 JOSIE BOYLE: It's New Vision
12 Wilderness.

13 LINDSAY: Oh, thank you. New Vision
14 Wilderness. There it is. Okay. So I do show
15 that they're non-participating, ineligible
16 providers. I'm just doing a little bit of
17 research. So thank you.

18 JOSIE BOYLE: No worries.

19 LINDSAY: And how long has she been
20 there for?

21 JOSIE BOYLE: Uh...eight weeks.

22 LINDSAY: Eight weeks. Do you know if
23 they've billed any claims to us?

24 JOSIE BOYLE: No. They're not --
25 they'll give us a bill at the end of the -- we've

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1 been paying them cash, and then they give us a
2 bill at the end.

3 LINDSAY: I see. Okay. I'm just going
4 to look up one more thing. I want to see if
5 there's an authorization on file because with
6 your guys' policy, there is -- if you guys see a
7 non-participating provider it's not covered
8 unless there's an out-of-network exception on
9 file.

10 So, I'm going to take a look and see if
11 we have anything.

12 JOSIE BOYLE: I doubt it.

13 LINDSAY: Yeah. And I'm not showing a
14 prior authorization on file. So as of right now,
15 if you were to submit those claims to us then we
16 would not pay them and we would deny them as a
17 non-participating provider.

18 JOSIE BOYLE: Okay. And then how do I
19 appeal that? Or how do I get -- since she's
20 going to be there for a least a couple of more
21 weeks, can I get -- or is that she's already
22 there, that it doesn't matter?

23 LINDSAY: Going forward, they can try
24 to request an out-of-network exception
25 absolutely. They have 90 days to submit a retro

1 authorization as well --

2 JOSIE BOYLE: Oh.

3 LINDSAY: -- so they can definitely do
4 that retroactively, and hopefully some of the
5 visits can be considered a little differently.

6 JOSIE BOYLE: They don't bill insurance
7 at all, so it will be all on me. So how do I go
8 about seeking an authorization?

9 LINDSAY: Okay. I don't know if that's
10 a possibility. Let me put you on a brief hold.
11 I'm going to gather more information, okay?

12 JOSIE BOYLE: Okay. Okay.

13 LINDSAY: Okay, thank you. Josie,
14 thank you so much for holding. I do apologize
15 about that.

16 JOSIE BOYLE: No worries.

17 LINDSAY: After making a few phone
18 calls, the -- let me start from the beginning.
19 So, New Vision Wilderness in our system, they
20 show as ineligible providers.

21 JOSIE BOYLE: Uh-huh.

22 LINDSAY: So those claims would process
23 and deny as the provider being ineligible.

24 JOSIE BOYLE: Uh-huh.

25 LINDSAY: And then what you would do is

1 you can submit an appeal after you receive that
2 denial --

3 JOSIE BOYLE: Okay.

4 LINDSAY: -- to appeal the decision and
5 see if we can get it processed towards your
6 participating benefits.

7 JOSIE BOYLE: Gotcha. And so she'll be
8 there about 90 days, does that still apply, the
9 90-day cutoff?

10 LINDSAY: Yeah. So that -- so it'll be
11 se -- completely separate from that retro prior
12 authorization.

13 JOSIE BOYLE: Oh, okay. Okay.

14 LINDSAY: With the appeal, you have 180
15 days from the determination of the claim. So,
16 typically what will probably end up happening is
17 Riley will be released back into your care and
18 you will receive all of the information from New
19 Vision Wilderness Center.

20 JOSIE BOYLE: Uh-huh. Uh-huh.

21 LINDSAY: You'll submit that. We will
22 take a look at it, we'll deny it. And then from
23 that denial date, you have 180 days for the
24 appeal.

25 JOSIE BOYLE: Gotcha. And then she

1 isn't actually coming home. She's going to go to
2 boarding school, uh...therapeutic boarding school
3 from there. So, how would we go about getting
4 preauthorization for that or attempting to get
5 preauthorization I should say?

6 LINDSAY: That's a good question. I
7 honestly don't know, that's not something that
8 I've come across before. So, therapeutic
9 boarding school. I don't know --

10 JOSIE BOYLE: There was somebody that
11 got ahold of me from PacificSource --

12 LINDSAY: Uh-huh.

13 JOSIE BOYLE: -- that was -- that was
14 from Eugene. I don't know her name or anything.
15 It was because my daughter has been hospitalized
16 twice this last year for psychiatric reasons.

17 LINDSAY: Okay.

18 JOSIE BOYLE: So, somebody like a -- an
19 advisor or something called me from
20 PacificSource.

21 LINDSAY: Uh-huh.

22 JOSIE BOYLE: I think it was like a
23 nurse to help, really, to talk to me about her
24 therapy and what was needed and what wasn't
25 needed. And we played phone tag for quite a

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1 while, we never could get ahold of each other.

2 LINDSAY: Okay.

3 JOSIE BOYLE: I wonder if that's the
4 person I need to talk to.

5 LINDSAY: I'm looking through the
6 previous call logs.

7 JOSIE BOYLE: It would be back in, I
8 think, March -- February, March.

9 LINDSAY: February, March. Okay. Let
10 me see what I can find. I'm just going through
11 the call logs, so thank you for being patient.

12 JOSIE BOYLE: Oh, no worries. You take
13 your time. It's fine.

14 LINDSAY: And do you know what the
15 boarding school is called?

16 JOSIE BOYLE: We haven't chosen one
17 yet.

18 LINDSAY: Okay.

19 JOSIE BOYLE: We're working with a
20 consulting firm to find one for us.

21 LINDSAY: Okay. Good. Okay, let's
22 see. I'm going to put you on one more hold
23 because I'm going to gather you some more
24 information, okay? Is that okay?

25 JOSIE BOYLE: Yeah, yeah.

1 LINDSAY: All right. Thank you.

2 JOSIE BOYLE: Yeah.

3 LINDSAY: Thank you so much for
4 holding. So, I spoke with Tom in our department.
5 He's in the customer service department
6 (indiscernible). He pretty much knows the Legacy
7 policy inside and out.

8 JOSIE BOYLE: Mm hmm.

9 LINDSAY: And I let him know about what
10 was going on, how Riley is currently in the New
11 Vision Wilderness Treatment Center, and then the
12 boarding school.

13 JOSIE BOYLE: Uh huh. Yes.

14 LINDSAY: And he doesn't think that
15 this is something that would be eligible under
16 medical expenses --

17 JOSIE BOYLE: Mm hmm.

18 LINDSAY: -- for, like, the tuition of
19 the boarding school.

20 JOSIE BOYLE: Mm hmm.

21 LINDSAY: However, if your daughter was
22 going to go there she needs to establish with a
23 physical or -- I'm sorry -- with a therapist,
24 like a counselor or somebody --

25 JOSIE BOYLE: Yeah.

1 LINDSAY: -- then that specific
2 counselor could request an out-of-network
3 exception so that way those visits would be
4 covered at the 80/20. So they'd be processed as
5 participating if that out-of-network exception
6 was approved.

7 JOSIE BOYLE: Gotcha.

8 LINDSAY: So she could get established
9 with the doctors in order to, like, continue her
10 care over there, but the boarding school itself
11 would not be eligible.

12 JOSIE BOYLE: But the therapy
13 administered by the boarding school, maybe?

14 LINDSAY: Yes, yes, yeah maybe --

15 JOSIE BOYLE: Right.

16 LINDSAY: -- depending on the doctor
17 and if that doctor can submit that authorization.

18 JOSIE BOYLE: Oh, okay. Because she
19 gets therapy three days a week at New Vision as
20 well. So we'll see if there's a possibility that
21 some of that would be covered. And I'll send --
22 I'll send a bill with all the ICD-10 codes and
23 times and all that kind of stuff.

24 LINDSAY: Yeah, the ICD-10 codes --

25 JOSIE BOYLE: Okay.

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1 LINDSAY: -- CPT. And you sound like
2 you know what you're looking for.

3 JOSIE BOYLE: Yeah.

4 LINDSAY: Yes, yes. So definitely once
5 you do receive all of the claims and everything
6 and all the information from New Vision
7 Wilderness --

8 JOSIE BOYLE: Okay.

9 LINDSAY: -- send it in to us, it'll be
10 reviewed and, like I said, it will come back to
11 you denied --

12 JOSIE BOYLE: Right, right.

13 LINDSAY: -- and then you can start
14 that appeal process.

15 JOSIE BOYLE: Okay. I just wanted to
16 make sure that I didn't need any kind of
17 preauthorization for the boarding school. But
18 what it sounds like is that the boarding school
19 wouldn't be covered.

20 LINDSAY: Mm hmm.

21 JOSIE BOYLE: It's just the therapy
22 that's administered at the boarding school may be
23 covered, but I don't necessarily need a
24 preauthorization for that.

25 LINDSAY: Yeah. And you would just

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1 need an out-of-network exception. Yeah, and so -
2 -

3 JOSIE BOYLE: So do I have to get that
4 before she goes or I can get that while she's
5 there?

6 LINDSAY: You can try to get it while
7 she's there. I would advise if you -- once you
8 guys decide where you want her to go --

9 JOSIE BOYLE: Uh-huh.

10 LINDSAY: -- call the place, call the
11 facility and talk to whoever the counselor is
12 who's going to be providing the therapy.

13 JOSIE BOYLE: Mm hmm.

14 LINDSAY: And then have them start the
15 out-of-network exception prior --

16 JOSIE BOYLE: Okay.

17 LINDSAY -- to her actually arriving.
18 That way, as soon as she gets there, if he's --
19 he or she is going to bill for those therapy
20 sessions --

21 JOSIE BOYLE: Okay.

22 LINDSAY: -- we already have that out-
23 of-network exception on file and we won't leave
24 anything up to chance.

25 JOSIE BOYLE: Okay.

1 LINDSAY: And then while she's
2 currently in New Vision, would it be helpful for
3 her therapist to call to try and get an
4 authorization now?

5 LINDSAY: Yeah, absolutely. If you
6 have that therapist's number, and they want to
7 call us and submit that out-of-network exception
8 --

9 JOSIE BOYLE: Okay.

10 LINDSAY: -- that might be something
11 that would help you guys with possibly getting
12 the claims paid --

13 JOSIE BOYLE: Okay.

14 LINDSAY: -- or at least a portion of
15 them, you know, depending on --

16 JOSIE BOYLE: Does she call this number
17 or what number does she call?

18 LINDSAY: Yes. She can call the
19 customer service line and we can direct her to
20 the prior authorization form for that out-of-
21 network exception.

22 JOSIE BOYLE: Out-of-network exception,
23 that's the key phrase, huh?

24 LINDSAY: Yes. Yeah, it --

25 JOSIE BOYLE: Okay.

1 LINDSAY: The thing that's difficult is
2 we don't have a specific form that states out-of-
3 network exception, it's just our prior auth form.

4 JOSIE BOYLE: Okay.

5 LINDSAY: And then the provider has to
6 write that this is an out-of-network exception.

7 JOSIE BOYLE: Okay. Got it.

8 LINDSAY: So we'll explain that to the
9 therapist, as soon as she calls us, we'll help
10 walk her through how to submit that to us.

11 JOSIE BOYLE: Okay. Thank you so much
12 for your help.

13 LINDSAY: Of course. I'm sorry, I wish
14 I could be more helpful.

15 JOSIE BOYLE: Oh, it's -- it's --this
16 whole process -- this whole last year has been a
17 process of discovery, so you're doing fine.

18 LINDSAY: Okay. Well, if you come up
19 with any other questions or you need any
20 assistance, don't hesitate to give us a call.

21 JOSIE BOYLE: Okay. Thank you so much.

22 LINDSAY: All right. Thank you. Have
23 a good day.

24 JOSIE BOYLE: All right. Bye-bye.

25 LINDSAY: Bye.

C E R T I F I C A T I O N

I, Sonya Ledanski Hyde, certify that the
foregoing transcript is a true and accurate
record of the proceedings.

Sonya M. Ledanski Hyde

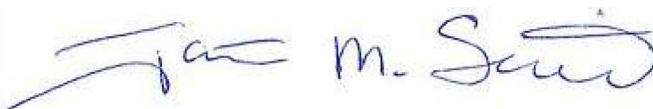
Veritext Legal Solutions
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Date: May 11, 2021

C E R T I F I C A T E

I, Janette M. Schmitt, a Certified Shorthand Reporter for Oregon, do hereby certify that after having listened to an audio recording, that Sonya Ledanski Hyde transcribed all testimony adduced and other oral proceedings had, and that thereafter her notes were reduced to typewriting under her direction; and that the foregoing transcript, pages 1 to 15, both inclusive, constitutes a full, true and accurate record of all such testimony adduced and oral proceedings had, and of the whole thereof.

Witness my hand and CSR stamp at Vancouver, Washington, this 11th day of May, 2021.



JANETTE M. SCHMITT

Certified Shorthand Reporter

Certificate No. 90-0093

Expiration Date: 6/30/2023

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